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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant(s): Ozugur, et al. Docket: 139164
Serial No.: 10/721,558 Art Unit: 3628
Filed: November 25, 2003 Examiner: Tonya S. Joseph
Title: Web Based CRM Service Using On-Line Presence Information

AMENDMENT UNDER 37 C.F.R. § 1.116

M/S AF
Commissioner for Patents
P. O. Box 1450
Alexandria, VA 22313-1450

Dear Commissioner:

Certificate Under 37 C.F.R. §1.8(a)

I hereby certify that this correspondence is being transmitted via facsimile to the Patent Office to telephone number 703-872-9306, Attn: Examiner Tonya S. Joseph, on September 27, 2007 in accordance with 37 C.F.R. §1.6(d).


Holly Rudnick

In response to the Final Office Action ("Office Action") dated July 27, 2007, Applicant respectfully requests entry of the following amendment to the claims under 37 C.F.R. §1.116 on the grounds that the amendment places the application in condition for allowance.

ACE
Filed
with
Af
10/25/07